



Eric Holcomb, Governor
State of Indiana

Division of Disability and Rehabilitative Services
402 W. WASHINGTON STREET, P.O. BOX 7083
INDIANAPOLIS, IN 46207-7083
1-800-545-7763

To: Division of Disability and Rehabilitative Services, Bureau of Developmental Disabilities Services providers, case managers and BDDS staff

From: Cathy Robinson, Director, Bureau of Developmental Disabilities Services

Re: Information Technology System Changes Update (JIRA)

Date: March 12, 2018

The Bureau of Developmental Disabilities Services (BDDS) would like offer providers and other stakeholders' additional technical information as BDDS continues to move forward with modernizing its information technology (IT) systems to better reflect the needs of the individuals it supports and help streamline information for case managers and providers.

As previously communicated, throughout 2018, BDDS will be implementing various changes to its IT systems through a staged roll out process. On January 1, 2018, BDDS began utilizing the [JIRA Help Desk Web Portal](#) for all help desk ticketing for BDDS staff and case management companies.

Beginning March 12, 2018, BDDS providers will also be required to use the JIRA Help Desk Web Portal for all help desk ticketing. Issues received by field staff and central office will be re-routed though this new process.

A Help Desk Portal User guide is available to provide instructions on how to create a ticket, what happens when a ticket has been submitted, resolution of a ticket, how to provide additional information and view all past tickets. The Help Desk Portal User guide is available [by clicking here](#). All providers are encouraged to review the user guide and begin utilizing the JIRA Help Desk Web Portal. BDDS staff will respond to provider inquiries through JIRA, and providers submitting inquiries directly to state staff may be redirected to submit a JIRA ticket for tracking purposes.

